

# ROLE PROFILE



Role profile			
<b>Title</b>	Clerical Officer		
<b>Grade</b>	GRADE C		
<b>Reference:</b>	<b>N260</b>		
<b>Reports to:</b>	Admin Support Manager or Agency Advisor/Team Manager/Practice Manager or some specialist functions		
<b>Work style Definition</b>	Office based hot–desk/touch down worker		
<b>Primary purpose of role</b>	<p><i>Clerical officers will all undertake undertake a range of generic clerical work and front facing tasks. There are a number of more specialist tasks which all clerical staff will be expected to undertake. The balance (%) of tasks will differ depending on the service area.</i></p> <p>To act as first point of contact for clients and others who visit the reception and answer calls in a timely manner. To provide clerical and administrative support across a range of departmental activities including data inputting and financial processing, and undertaking specialist administrative tasks (all staff will be expected to contribute to cover).</p>		
<b>Key accountabilities and key measures</b>	<table border="1"> <tr> <td> <b>Role outcomes</b> <ul style="list-style-type: none"> <li>Providing administrative support as point of front-facing client contact</li> <li>Handling and processing manual and computerised information where accuracy, confidentiality, and security are important</li> <li>Financial responsibilities for accounting for monies (100%)</li> </ul> </td><td> <b>Role measures</b> <ul style="list-style-type: none"> <li>Prompt and efficient customer service</li> <li>Accurate data and compliance with the data protection act</li> <li>Correct coding of budget expenditure for accurate budget monitoring</li> </ul> </td></tr> </table>	<b>Role outcomes</b> <ul style="list-style-type: none"> <li>Providing administrative support as point of front-facing client contact</li> <li>Handling and processing manual and computerised information where accuracy, confidentiality, and security are important</li> <li>Financial responsibilities for accounting for monies (100%)</li> </ul>	<b>Role measures</b> <ul style="list-style-type: none"> <li>Prompt and efficient customer service</li> <li>Accurate data and compliance with the data protection act</li> <li>Correct coding of budget expenditure for accurate budget monitoring</li> </ul>
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<b>Key activities</b>	<ul style="list-style-type: none"> <li>Providing administrative support, answering telephones and staffing reception</li> <li>Distributing post and minutes from meetings</li> <li>General administration duties using Microsoft Word and Excel</li> <li>Booking meetings and note-taking at various meetings</li> <li>Filing, requesting and archiving of files</li> <li>Providing administrative support in preparation for inspections</li> <li>Inputting to Carefirst or client data bases, including data tidy up at the request of managers</li> <li>Opening and locking of buildings (other than Midland House) when required</li> <li>Balancing petty cash accounts, banking, processing of invoices, stationery ordering,</li> </ul>		



Plymouth City Council is committed to providing access, adaptations and alternatives wherever possible, to enable people with disabilities to fulfil the criteria for and to carry out role duties.

	<p>and producing and monitoring carer payments for child placements</p> <ul style="list-style-type: none"> <li>▪ Undertaking a range of more specialist tasks including managing the letter-box, supporting specific service area such as Youth Offending Service, care-leavers, finance, panel administration etc. and processing sensitive information (100%)</li> </ul>
<b>Essential qualifications/ knowledge</b>	<ul style="list-style-type: none"> <li>▪ Up to date knowledge of Microsoft Office packages</li> <li>▪ GCSE grade A*-C (9-4) or equivalent in Maths and English</li> <li>▪ NVQ II Business and Administration or equivalent qualification</li> </ul>
<b>Desirable qualifications/ knowledge</b>	<ul style="list-style-type: none"> <li>▪ BTec Finance and Administration or equivalent qualification</li> <li>▪ Understanding of information security and data protection</li> <li>▪ Knowledge pertaining to a specific service area, e.g. finance, adoption processes</li> </ul>
<b>Essential experience</b>	<ul style="list-style-type: none"> <li>▪ Experience of working in a clerical or administrative environment</li> <li>▪ Experience of using Microsoft Office packages</li> <li>▪ Experience of working in a team</li> <li>▪ Experience of working in a customer facing environment</li> </ul>
<b>Desirable experience</b>	<ul style="list-style-type: none"> <li>▪ Experience of note taking</li> <li>▪ Experience of using Carefirst, Capita I or ChildView</li> <li>▪ Experience of working with finance systems</li> <li>▪ Experience of working within a statutory children's services setting</li> </ul>
<b>Essential skills</b>	<ul style="list-style-type: none"> <li>▪ Interpersonal and communication skills required when arranging meetings /conferences with internal and outside agencies</li> <li>▪ Tactful communication when engaging with users of the service</li> <li>▪ Investigate finance errors, verifying and auditing payments</li> <li>▪ Accurate cash handling skills</li> <li>▪ Keyboarding skills with proficient typing/word processing skills</li> <li>▪ Literacy and numeracy skills for note taking</li> <li>▪ Day to day processing and management of financial information, payments and distribution of confidential information</li> <li>▪ Ability to seek support and manage emotional responses on occasions, as the post holder will be exposed to client information that is sensitive and may at times be distressing, and will have regular exposure to service users under stress with a range of complex needs</li> <li>▪ Ability to provide an excellent person-centred approach when dealing with customers</li> </ul>
<b>Corporate standards</b> <ul style="list-style-type: none"> <li>▪ In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance.</li> <li>▪ Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures.</li> </ul>	

- Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures.
- Undertake all duties with due regard to the corporate equalities policy and relevant legislation.